



2012 Annual Report

**Maryland Commission on Civil Rights
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Mission Statement

I *t is the mission of the Maryland Commission on Civil Rights to ensure equal opportunity for all through the enforcement of Maryland's laws against discrimination in employment, public accommodations, housing and commercial non-discrimination; to provide educational and outreach services related to the provisions of these laws; and to promote and improve human relations in Maryland.*

Letter of Transmittal

State of Maryland Commission on Civil Rights



Officers
J. Neil Bell, Executive Director
Cleveland L. Horton II, Deputy Director
Nicolette Young, Assistant Director
Glendora C. Hughes, General Counsel

Governor
Martin O'Malley
Chairperson
Shawn M. Wright, Esq.
Vice-Chairperson
Robert L. Baum, Esq.
Commissioners
Doris Cowl
Joyce De Laurentis
Norman I. Gelman
Rabbi Binyamin Marwick
Gary Norman, Esq.
Naima Said, Esq.
Gina McKnight-Smith, Pharm D, MBA

January 1, 2013

The Honorable Martin O'Malley, Governor
The Honorable Members of the General Assembly of Maryland

Dear Governor O'Malley and Members of the General Assembly:

In accordance with Article 20 -207(c) of the Annotated Code of Maryland, we hereby submit to you the Annual Report of the Maryland Commission on Civil Rights (the "Commission") for Fiscal Year 2012. We are pleased to report that the Commission continues to perform its duties effectively under continuing budgetary constraints. The Commission is grateful to Governor Martin O'Malley, the Department of Budget and Management, the Maryland House of Delegates and the Maryland Senate for their assistance and continuing support of our mission.

During fiscal year 2012, the Commission has undergone significant changes in its leadership beginning with the appointment of former Deputy Director, James Neil Bell to the position of Executive Director of the Commission. Mr. Bell was appointed Executive Director by Governor Martin O'Malley on August 20, 2012. Prior to this appointment, Mr. Bell served diligently in the role of interim Executive Director helping the Commission to maintain its high rate of excellence in handling matters of discrimination. In addition to Mr. Bell's appointment, Cleveland Horton was appointed Deputy Director, and Nicolette Young became the new Assistant Director in charge of Finance.

The Commission has also seen changes in its Commissioner leadership. In June 2012, Shawn M. Wright, Esquire became Chair of the Commission, succeeding Norman Gelman who has been a member of the Commission since 1997, serving notably as Chair for 4 years, and Robert Baum, Esquire was elected Vice-Chair. These new changes in leadership promise to bring new ideas in

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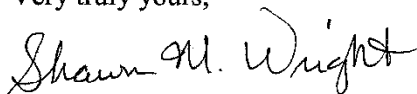
support of our mission to ensure equal opportunity to all Maryland citizens, and promote better human relations in the State of Maryland.

While the entire Commission has performed admirably under the leadership transition, the Case Processing Division continues to provide the highest quality investigations, and has been consolidated to provide more effectiveness and efficiencies to this process. Our fact-finding conferences have proven to provide more efficient access and resolutions for all parties with matters before the Commission.

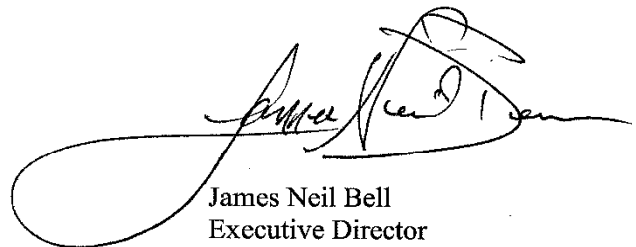
At the beginning of every year, we should take a moment to look back on the success of the prior year and 2012 is no exception. We look forward to the challenges of a new year with an understanding that it is our commitment to the Commission that will move us forward and allow us to fulfill the Commission's mission.

Thank you again for your continued support, and the priority that you have placed upon civil rights in the State of Maryland.

Very truly yours,

A handwritten signature in cursive script that reads "Shawn M. Wright".

Shawn M. Wright
Chair

A handwritten signature in cursive script that reads "James Neil Bell".
James Neil Bell
Executive Director

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The Commission

The Maryland Commission on Civil Rights (MCCR) represents the interest of the State to ensure equal opportunity for all through the enforcement of Title 20, State Government Article (formerly Article 49B) of the Annotated Code of Maryland and the State's Commercial Non-Discrimination Policy. The MCCR investigates complaints of discrimination in employment, housing, public accommodations and commercial discrimination from members of protected classes that are covered under those laws.

The Maryland Commission is governed by a nine-member Commission appointed by the Governor and confirmed by the Maryland State Senate. Commission members are appointed to serve six-year terms. The Commission meets once a month to set policy and review programmatic initiatives.

The Commission is an independent agency that serves individuals, businesses, and communities throughout the State. Its mandate is to protect against discrimination based on race, color, religion, sex, age, national origin, marital status, physical or mental disability, sexual orientation and genetic information. In housing cases, discrimination based on familial status is also unlawful.

In addition, the Commission assists employers in developing bias-free selection, hiring, retention, promotion and contracting procedures; increases equal housing opportunities to all groups in Maryland; ensures equal access to public accommodations and services; and promotes knowledge and understanding of anti-discrimination laws and helps to improve human relations within the State.

2012 Commissioners

Shawn M. Wright, Esq., Chairperson

Robert L. Baum, Esq., Vice-Chairperson

Doris Cowl

Joyce De Laurentis

Norman I. Gelman

Rabbi Binyamin Marwick

Gary Norman, Esq.

Naima Said, Esq.

Gina McKnight-Smith, Pharm D, MBA

CASE PROCESSING DIVISION

The Case Processing Division provides intake, investigation, mediation and expedited processing services for the complaints filed with MCCR in housing, public accommodations and employment. The Division provides those services through an Intake Unit and three Investigative Units. One of the Investigative Units, Field Operations, has full service offices in Hagerstown, Leonardtown, Salisbury and Easton.

The Division receives complaints directly from individuals who believe they have been victims of unlawful discrimination and also processes cases for the U. S. Department of Housing and Urban Development (HUD) and the Equal Employment Opportunity Commission (EEOC).

Intake and Closures

Intake:

During FY 2012, the Division received a total of **721** individual complaints of discrimination as follows:

| | | |
|------------------------------|------------------|---------------------|
| Employment | 606 | (84%) |
| Housing | 65 | (9%) |
| Public Accommodations | <u>50</u> | <u>(7%)</u> |
| Total | 721 | (100%) |

Charts I and II provide the county of origin and basis distribution of the complaints. Chart III provides the basis distribution of the cases closed.

Closures:

During FY 2012, the Division obtained **over \$755,991.00 in monetary benefits** for the people of Maryland.

During FY 2012, the Division completed all work on a total of individual complaints of discrimination as follows:

| | | |
|------------------------------|------------|---------------|
| Employment | 581 | (81%) |
| Housing | 74 | (10%) |
| Public Accommodations | 66 | (9%) |
| Total | 721 | (100%) |

The Case Processing Division was successful in achieving its objectives in spite of a reduction in staff again this year.

An indicator of success is that again, according to federal audits, MCCR demonstrated the superior quality of the investigations with one of the *highest acceptance rates of completed cases in the nation*. In addition, federal audits of other FEPA (Fair Employment Practice Agencies--state and local commissions that have the same or similar contractual relationship with EEOC), *revealed that the MCCR inventory of open cases is approximately one-fifth the age of the national average of open cases*. The age of the pending inventory is an indicator of the time an agency takes to complete a case.

The chart below demonstrates that the age of MCCR's pending inventory is *dramatically lower than the national average*.

| MCCR Average Age of Open Case 2011 | | Average Age of Open Case : National Averages |
|--|----------|--|
| Employment | 175 days | FEPAS (Fair Employment Practice Agencies) 915 days |
| Housing | 92 days | FHAPS (Fair Housing Assistance Programs) 185 days |
| Public Accommodations (no national averages) | 492 days | |

Chart I: Total Intake 2012

Basis Distribution

Employment, Public Accommodations and Housing
Charges filed in Fiscal Year 2012 according to alleged Basis of Discrimination

| Basis | | E | PA | H |
|---------------------------|-------------------------------|-----|----|----|
| Race: | | | | |
| | Black | 166 | 12 | 21 |
| | White | 49 | 2 | 1 |
| | Asian | 7 | 0 | 0 |
| | Pacific Islander | 1 | 0 | 0 |
| | Bi-Racial, Multi-Racial | 5 | 0 | 0 |
| | American Indian/Alaskan | 0 | 0 | 0 |
| | Other | 2 | 0 | 0 |
| Sex: | | | | |
| | Female | 109 | 3 | 4 |
| | Male | 60 | 1 | 3 |
| Sexual Orientation | | 24 | 0 | 0 |
| Age | | 155 | 4 | NA |
| Retaliation | | 160 | 1 | 2 |
| Disability | | 184 | 0 | 42 |
| Religion: | | | | |
| | 7 th Day Adventist | 0 | 0 | 0 |
| | Muslim | 7 | 0 | 1 |
| | Jewish | 3 | 0 | 0 |
| | Protestant | 1 | 0 | 0 |
| | Catholic | 1 | 0 | 0 |
| | Other | 2 | 0 | 2 |
| National Origin: | | | | |
| | Hispanic | 21 | 1 | 2 |
| | East Indian | 0 | 0 | 0 |
| | Mexican | 1 | 0 | 0 |
| | Arab, Afghani, Mid-Eastern | 7 | 0 | 0 |
| | Other | 32 | 3 | 1 |
| Famial Status | | NA | NA | 13 |
| Marital Status | | 2 | 0 | 0 |
| Color | | 4 | 0 | 1 |

Note: Charges may be filed on more than one basis, therefore the total exceeds the number of charges filed.

Chart II: Intake of Cases FY 2012:
Frequency by County
Employment, Public Accommodation and Housing

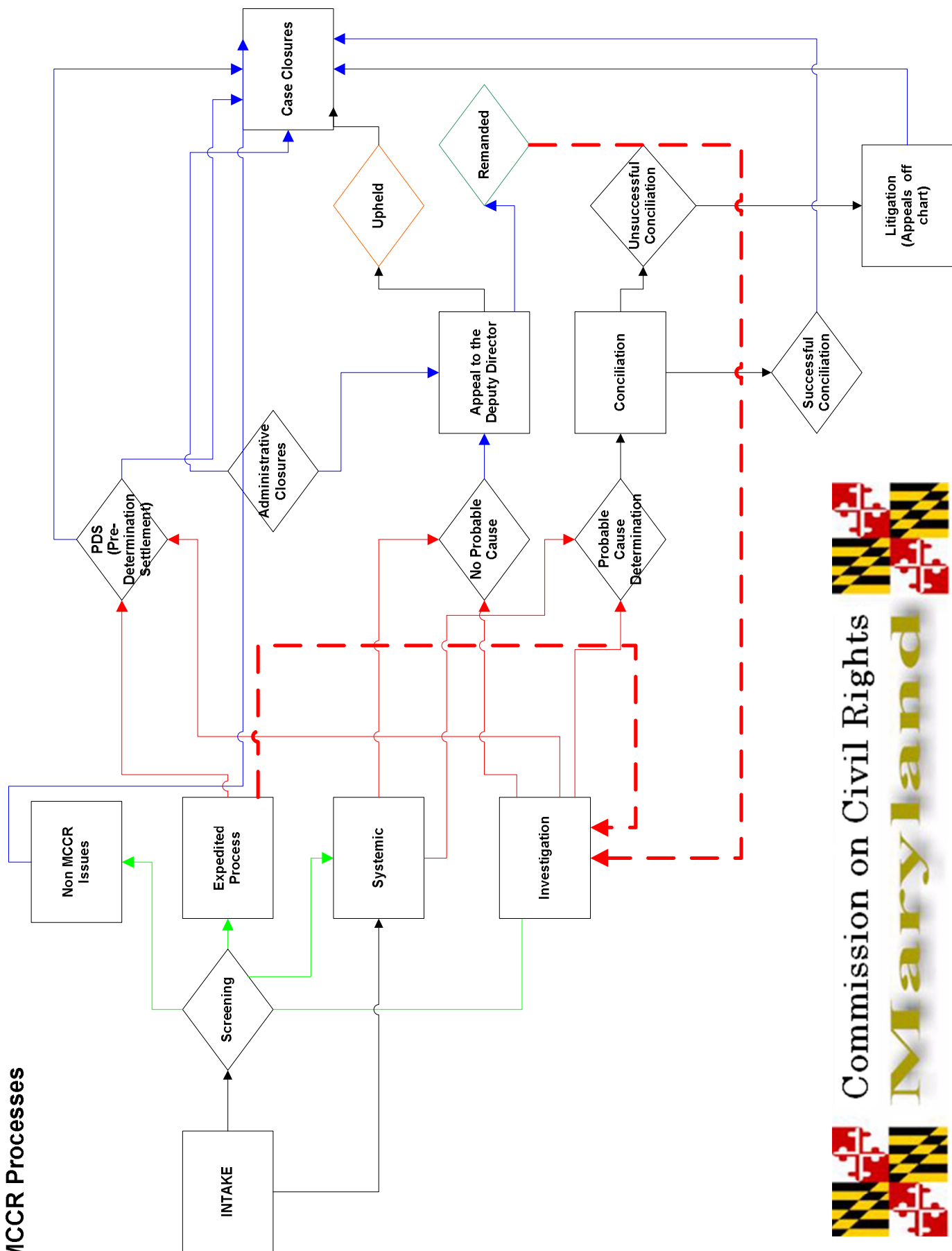
| County | E | PA | H | TOTAL |
|--------------------------|------------|-----------|-----------|------------|
| West | | | | |
| Allegany | 6 | 0 | 2 | 8 |
| Frederick | 21 | 0 | 7 | 28 |
| Garrett | 2 | 0 | 0 | 2 |
| Washington | 22 | 0 | 1 | 23 |
| Central | | | | |
| Anne Arundel | 55 | 5 | 7 | 67 |
| Baltimore City | 136 | 11 | 10 | 157 |
| Baltimore County | 96 | 13 | 10 | 119 |
| Carroll | 5 | 0 | 1 | 6 |
| Harford | 13 | 5 | 4 | 22 |
| Howard | 36 | 2 | 5 | 43 |
| Montgomery | 68 | 6 | 11 | 85 |
| Prince George's | 54 | 4 | 5 | 63 |
| Southern Maryland | | | | |
| Calvert | 7 | 0 | 0 | 7 |
| Charles | 8 | 0 | 1 | 9 |
| St. Mary's | 10 | 0 | 0 | 10 |
| Eastern Shore | | | | |
| Caroline | 5 | 0 | 0 | 5 |
| Cecil | 2 | 1 | 0 | 3 |
| Dorchester | 13 | 1 | 0 | 14 |
| Kent | 4 | 0 | 0 | 4 |
| Queen Anne's | 2 | 0 | 0 | 2 |
| Somerset | 4 | 0 | 0 | 4 |
| Talbot | 19 | 1 | 0 | 20 |
| Wicomico | 14 | 0 | 1 | 15 |
| Worcester | 4 | 1 | 0 | 5 |
| Totals | 606 | 50 | 65 | 721 |

Chart III: Closed Cases 2012

Employment, Public Accommodations and Housing
Cases closed in Fiscal Year 2012 according to alleged Basis of Discrimination

| Basis | | E | PA | H |
|---------------------------|---|-----|----|----|
| Race: | | | | |
| | Black | 169 | 16 | 24 |
| | White | 38 | 1 | 0 |
| | Asian | 5 | 0 | 0 |
| | Pacific Islander | 0 | 0 | 0 |
| | American Indian/Alaskan | 0 | 0 | 0 |
| | Bi-Racial, Multi-Racial | 7 | 0 | 0 |
| | Other | 5 | 6 | 4 |
| Sex: | | | | |
| | Female | 137 | 3 | 0 |
| | Male | 67 | 1 | 3 |
| Sexual Orientation | | 32 | 0 | 0 |
| Age | | 124 | 2 | NA |
| Retaliation | | 158 | 2 | 1 |
| Disability | | 160 | 39 | 44 |
| Religion: | | | | |
| | 7 th Day Adventist | 1 | 0 | 0 |
| | Muslim | 5 | 0 | 0 |
| | Jewish | 2 | 0 | 0 |
| | Protestant | 0 | 0 | 0 |
| | Catholic | 1 | 0 | 0 |
| | Other | 4 | 1 | 0 |
| National Origin: | | | | |
| | Hispanic | 20 | 3 | 0 |
| | East Indian, Arab, Afghani, Mid-Eastern | 3 | 0 | 0 |
| | Mexican | 5 | 0 | 0 |
| | Other | 42 | 2 | 4 |
| Famial Status | | NA | NA | 8 |
| Marital Status | | 4 | 0 | 0 |
| Color | | 8 | 1 | 2 |

Note: Charges may be filed on more than one basis, therefore the total exceeds the number of charges filed.



12/19/2011

Case Histories: The Impact on the Lives of People in Maryland

While the statistical analysis of the work of MCCR can provide valuable overall information on the state of human relations in Maryland, it does not present the effect that the MCCR has in terms of *promoting* and *improving* better human relations in the State. A few of the case histories that are presented here are just several of the hundreds of cases where the MCCR has facilitated resolution of the conflicts that give rise to the complaints MCCR receives each year.

Refath Karim v. Dunkin Donuts

The Complainant alleges that after working for the Respondent for over one year as a baker, she disclosed that she was pregnant. She was absent from work on a documented medical leave, directly related to her pregnancy, for several days. Upon her return to work, she informed her employer that she had a 20 pound lifting restriction which did not affect her job as a baker. Complainant was subsequently terminated from employment.

Two key pieces of evidence in this matter were:

- 1) The Respondent told the Complainant's husband, who was also a baker, that he "did not want to take any risks" and that the Complainant should not return to work.
- 2) The Respondent also reported to DLLR Unemployment Benefits that he discharged the Complainant because he thought it was in the Complainant's best interest to not work due to her pregnancy.

A Probable Cause finding was pending when the Respondent offered and the Complainant accepted approximately one year's salary (\$40,000) as a resolution of the matter.

Virginia & Mark Darling v. Save-A-Lot, Inc.

Complainants are a married couple who each employ an assistive animal (dogs). The couple filed **two companion disability-based public accommodations charges** of discrimination against the Respondent after visiting a local store location in Aberdeen, Maryland. The charges alleged that the store manager accused the assistive animals of growling at other customers and urinating in the store and that the store manager refused to serve the Complainants. The Complainants disputed those statements and alleged that they were denied a reasonable accommodation.

Both Complainants as well as several members of the Respondent's district management team participated in a mediation session that ultimately led to an agreement among the parties. With input from the Complainants, the Respondent agreed to create and provide a new "training on the ADA as it relates specifically to accommodations and service animals" for all existing and future employees of Respondent's District 7 store locations. The Respondent also agreed to provide this training as part of its annual anti-harassment staff trainings. The training will include specific situations and examples for employees to better facilitate their understanding of the law and the concerns of patrons who use assistive animals.

Nebraska McAlpine vs. Mantech

Complaint filed on the basis of sex, race and age discrimination. Mr. McAlpine is a 50 year old African-American male who is employed as a Deputy Program Manager by Mantech International, a government contractor. Upon returning from an overseas assignment, he was offered an assignment in Belcamp, Maryland, which was a demotion. The reason for the demotion according to Respondent, was a result of downsizing. Mr. McAlpine was told that if he didn't accept the position and move to Belcamp, he would be placed on leave without pay, therefore he accepted the position.

Once he moved to Belcamp, he was denied his reimbursement package to cover his moving expenses. However he learned two of his Caucasian co-workers, moving to the same location, received the package.

A few months after his demotion he also learned that his original position, which was supposed to be eliminated, was given to a Caucasian female 20 years younger than he. Mr. McAlpine then filed a complaint with MCCR. As a result of negotiations, Mr. McAlpine & Mantech agreed to the following:

He was reinstated to his prior position earning \$124,644.60 per year.

He received Relocation fees totaling \$17,385.56

He received Back Wages totaling \$15,664.00

He received Emotional Distress Damages \$15,664.00

The benefits totaled \$173,358.16

Bridget Sye-Jones v. Baltimore City Government, Enoch Pratt Free Library

The Complainant filed a charge alleging that her employer was discriminating against her based on her race, African American. The charge asserted that after working for the Respondent for several years, the Complainant began to report to a new supervisor with whom she had a past personal relationship. The Complainant asserted that the terms and conditions of her employment were negatively impacted by her new supervisor and that she was being progressively disciplined through a performance improvement plan and targeted for termination.

As a result of mediation, an agreement was reached where the Respondent stated they regretted any misunderstanding of the Complainant's performance improvement plan and assured the Complainant that it was intended to enhance the skills and abilities necessary to perform her job duties. The Respondent agreed to conduct a desk audit of the Complainant's position to determine if her job duties required a higher classification. There was also some difference of opinion about past leave taken by the Complainant and the Respondent agreed to reclassify some past leave as "permission time". Finally, the Respondent agreed to pay the Complainant \$3,000 and both parties agreed that the Complainant continue as Respondent's employee.

Mohammad K. Rehman vs. RJH Air Conditioning and Refrigeration, LLC

This case involved an individual who alleged race, religion and national origin discrimination by his former employer. Complainant was a South Asian Islamic man who alleged that his employer subjected him to harassment based on the aforementioned protected classes. Specifically, Complainant alleged that the owner and president of the company accused him of being a terrorist and suggested he worked for Al-Qaeda. Complainant further alleges he was the only person of color working in his office. He was eventually fired.

A Fact Finding Conference found the Respondent did not appear to offer sufficient training on discrimination to staff or have a sufficient anti-harassment policy and it appeared to be an environment that permitted inappropriate jokes, gestures and pictures in the work environment.

It was explained to the parties that there were several issues that the Commission would require to be addressed such as revised policies and training for staff. After several months of negotiating with both parties' legal counsels, the parties agreed that the Respondent would pay the Complainant a total of \$45,0000, provide a letter of neutral reference, change the Complainant's personnel file to reflect resignation instead of termination, implement a revision of the Anti-Harassment policy, implement a review and distribution of the Anti-Harassment policy to all employees at hire and on an annual basis, would post the Anti-Harassment policy in each building in an area visible to all employees, and provide bi-annual EEO, Anti-Discrimination and Anti-Harassment training to all staff beginning on July 1, 2012 with records demonstrating each time employees completed the training during their tenure with the Company.

OFFICE OF THE GENERAL COUNSEL

As an independent State agency, the Maryland Commission on Civil Rights (MCCR) is one of a few State agencies not represented by the Attorney General's Office. State Government Article, § 20-206 provides for a general counsel, who is autonomous and not under the authority of the Attorney General. It was the intent of the Maryland General Assembly to create an independent legal office within MCCR to avoid a conflict of interest, as the Attorney General would be representing State (agencies) when charged with unlawful discriminatory practices through complaints filed with MCCR.

The General Counsel's Office represents the agency in all legal matters. It defends the agency in any litigation instituted against it; defends MCCR final decisions and order; and petitions the court to enforce subpoenas. Further, the General Counsel represents the State when enforcing the State's anti-discrimination statute, State Government Article, Title 20, at the Office of Administrative (OAH) hearings or in State, federal trial and appellate courts.

In addition to litigation, the General Counsel's Office provides legal counsel to MCCR administrators and commissioners in the form of oral advice or written opinions. The Office also conducts training, issue legal opinions and gives legal guidance to MCCR investigators. Technical assistance for best practices under Title 20 is provided to corporations, businesses, advocacy organizations, non-profits, State and local government agencies, as well as, educational programs for Maryland citizens regarding their rights under the State's anti-discrimination law.

MCCR's legislative agenda and the monitoring of relevant proposed legislation during the General Assembly session is a part of the General Counsel's Office responsibilities. The tasks include drafting legislation; preparing the legislative packet; drafting the Agency's testimony; testifying at bill hearings; attending bill work sessions; conducting legal research and following-up on information request by the Governor's Office or legislators.

The General Counsel's Office also serves as the Agency's regulations coordinator and evaluator. All proposed regulations are drafted and submitted for promulgation by the Office.

LEGAL TECHNICAL ASSISTANCE

There have been several significant amendments to the annotated code of Maryland, Article 20 over the past few years, specifically, changes in the area of unlawful employment discrimination. In an attempt to provide guidance to its stakeholders regarding the application, enforcement and process of cases under Title 20, the General Counsel's Office has provided legal education and training to a variety of persons, businesses and organizations. The seminars, panel participation, continuing legal education, and training modules assist the agency with case processing and settlements by educating potential complainants and respondents about the law and what to expect when the Agency is processing a complaint. In addition, the Agency has been charged with enforcing the State's Commercial Non-Discrimination Policy, State Finance and Procurement Article, Title 19. Therefore, in FY2012, the Office provided the following assistance:

COMMERCIAL NON-DISCRIMINATION POLICY

In conjunction with the Governor's Office of Minority Affairs, the Agency participated in the MBE University to provide minority and small business with information and best practices regarding the State's Commercial Non-Discrimination Policy and the complaint and enforcement process.

EMPLOYMENT DISCRIMINATION LAW

The General Counsel provided legal education in conjunction with the Maryland State Bar Association (MSBA), at its "Employment Law Institute"; MSBA Labor and Employment Law Section, "Title 20 Employment Law Seminar"; and Montgomery County Bar Association's lunch program on Federal, State and local employment discrimination laws. In addition, a CLE presentation was made by the General Counsel at the Judicial Institute to State judges on the topics of employment law and MCCR enforcement process.

The Office, in conjunction with the Community College of Baltimore County (CCBC), participated in a labor law class project entitled "Workplace Law Project" to educate college students about their employment rights. Several videos were recorded of employment law attorneys giving overviews of different rights under the various employment laws including Title 20. The videos were posted on the college's website for easy access by the CCBC students.

The General Counsel's office continued its best practices assistance to State agencies by providing education on unlawful employment discrimination to the Cecil County Health Department, the commissioners of State and local human rights agencies; sexual harassment law training to the Attorney General's Office, Prince George's County Office of Law and St. Mary's College of Maryland.

FAIR HOUSING

Montgomery County Office of Human Rights sponsored a program entitled "One Stop Shop" to educate housing providers, realtors, management companies and staff on State housing laws. The General Counsel's Office provided information on the State's fair housing law and MCCR's enforcement.

In conjunction with the State's Department of Housing and Community Development (DHCD), the Office participated on a fair housing panel with United States Department of Housing and Urban Development (HUD) and local Hartford housing agencies in Havre de Grace, Maryland.

SIGNIFICANT CASES

State of Maryland Commission on Civil Rights v. Board of Directors Columbia Park Condominium Association Inc.

The State of Maryland Commission on Civil Rights (MCCR) filed a lawsuit in the Circuit Court for Howard County (CCHC) to vindicate the fair housing rights of William Gray. Mr. Gray was a resident of the Columbia Park Condominium Association (CPCA). He suffered from spondylosis, as a consequence of being injured on the job. He also had a spinal fusion and a metal rod implanted into his neck. Therefore, it was difficult for him to raise or lower his head. He lived with constant pain, which often awakened him several times during the night, greatly interrupting his sleep.

Because of his injury and limited ability to walk, Mr. Gray made a written request for a disability parking space to CPCA. Mr. Gray included with his request a copy of his application for a disabled tag, which he submitted to the Motor Vehicle Administration. A letter from Mr. Gray's physician was also included in the request attesting to the medical necessity for Mr. Gray's disability tag. However, during a CPCA Board meeting later that month, several CPCA Board members became upset with Mr. Gray for wanting a disability parking space. Mr. Gray was intimidated by the response. He withdrew his request for the parking space. He informed the Board that he would resubmit it at a later date. He left the assembly discouraged, according to his statement.

Subsequently, Mr. Gray suffered retaliation from the Board. For instance, during another CPCA Board meeting, Mr. Gray was removed from his position as Vice-President of the Board. Mr. Gray had not violated a single by-law or covenant of the association to warrant this action. He was accused of being a danger and threat to the community.

As a result of these actions, Mr. Gray filed a complaint of fair housing discrimination with the United States Department of Housing and Urban Development (HUD) against CPCA. Mr. Gray alleged that he suffered discrimination and retaliation for seeking an accommodation on the basis of his disability. Mr. Gray's complaint was deferred by HUD to MCCR for investigation, which concluded that CPCA had discriminated against Mr. Gray. Conciliation in the case failed. Mr. Gray elected to have the matter litigated before a jury. MCCR therefore filed civil action in the CCHC.

The case proceeded to trial. However, prior to MCCR's opening statement, counsel for CPCA requested that the parties resume settlement negotiations.

This action proved to be fruitful. As a result, CPCA reached an agreement with MCCR and Mr. Gray. The most significant provisions of the agreement were: CPCA provided \$40,000 in monetary relief to Mr. Gray. Members of the Board of Directors (CPCA) and employees of CPCA's management company underwent fair housing sensitivity training to prevent another condominium owner from having to endure the same unlawful treatment experienced by William Gray.

Hate Related Incidents Reported To the Maryland Commission on Civil Rights

The following is a list by local jurisdiction of the reported Hate Related Incidents that were reported to the Maryland State Police in 2011. As of December 30, 2012, MCCR has not received 2012 data from the Maryland State Police. All the information in this report was obtained from the Maryland Supplementary Hate Bias Incident Report Form.

During 2011, there were a total of 244 Hate Related Incidents reported in the state. There were 185 reported Hate Related Incidents reported by the general public, 27 were reported in the Maryland Colleges and Universities and 32 were reported in Maryland public schools. Of the total number of incidents, there were 140 based on race, 16 based on ethnicity, 51 on a religious basis and 37 were based on sexual orientation.

The following jurisdictions reported incidents is as follows, with all remaining jurisdictions reporting zero incidents:

| | | | |
|------------------|----|-----------------|----|
| Anne Arundel | 57 | Garrett | 01 |
| Baltimore City | 13 | Harford | 09 |
| Baltimore County | 70 | Howard | 11 |
| Carroll | 06 | Montgomery | 32 |
| Cecil | 04 | Prince George's | 16 |
| Charles | 07 | Somerset | 02 |
| Dorchester | 06 | Wicomico | 02 |
| Frederick | 08 | | |

TRAININGS AND OUTREACH

As part of the continuing effort to inform the people of the State of Maryland about Article 20, the Commission provides training, educational programming and materials, information and other support resources. These services are provided to the businesses, state and local governmental agencies, not-for-profit organizations, faith communities and academic institutions found throughout Maryland. The primary aim is to provide information, as well as the resources, that will ensure that persons who live, work, and visit the state of Maryland will have equal access to housing, employment, and publicly-accessible accommodations, as well as foster good human relations within the state.

Almost **6,700** individuals were provided information about equal protection from discriminatory practices based on Maryland law and awareness of issues that affect their quality of life, through MCCR's educational, outreach, and training events. Training workshops in cultural competence, conflict resolution, sexual orientation, discrimination prevention and MCCR services were presented.

MCCR assisted, planned, facilitated, and participated in special events throughout Maryland, in conjunction with other organizations and agencies. Through such events as state and local Fair Housing events, regional and state conferences and festivals, as well as the state-wide EEO Officers Retreat, MCCR helped to broaden awareness of its services and information on equal access for all Marylanders.

This year **six** outreach events and **138** training sessions were provided to approximately **6,700** individuals. These events and trainings were provided to almost **86** different groups representing a wide diversity of governmental institutions, organizations, non-profits, and businesses including:

- St. Mary's College
- Notre Dame Americorps Conference
- Frederick Co. Fair Housing Conference
- Cecil Co. Health Department
- ARC of Southern MD
- Queen Anne's Co. Community Management Board
- MD Dept. of Motor Vehicles
- MD. Dept. of Public Safety
- Catonsville Community College
- One-Stop Housing Fair (Montgomery Co.)
- Metro Restaurant and Janitorial Supply
- The League for Persons with Disabilities
- Caroline Center
- MD. Dept. of Housing and Community Development
- MD Dept. of Transportation

Educational and collaborative partnerships are an ongoing part of the relationships cultivated with local, state, and federal agencies such as local Human Relations Commissions, Fair Housing Coalitions, HUD, and EEOC to enhance the range and scope of MCCR's services and outreach efforts.

Information Technology Unit

In FY 2012, the Maryland Commission on Civil Rights Information Technology Department successfully met the technology needs of the agency. The IT staff, which consists of a Data Processing Technical Support Specialist II and Network Manager, provided a well-organized and reliable information technology environment for the staff to implement all the endeavors of MCCR.

With limited funds in 2012, the department continues to:

- Find cost effective solutions
- Maintain a stable and secure network
- Provide quality hardware and software support
- Maintain and support applications and databases
- Improve and maintain an informational web site

The MCCR web server continues to be one of the most beneficial and cost-effective tools managed by the Information Technology Department. In 2009, we decided to streamline some of our client/ server based applications by moving them to a Web-based platform. The benefits on the user side are greater mobility for field and telecommuting workers. Teleworkers can log into MCCR web based applications from any browser, anytime or anywhere. On the support side, it is easier for the Information Technology Department to distribute, maintain, and provide support for these centralized web based applications. Plans are currently underway to upgrade the agency network infrastructure and firewall appliance. Also, a new protected site for employee use is in the design process. This site would create an information portal resource for employee use that is protected from public access enabling all employees access, field and teleworking.

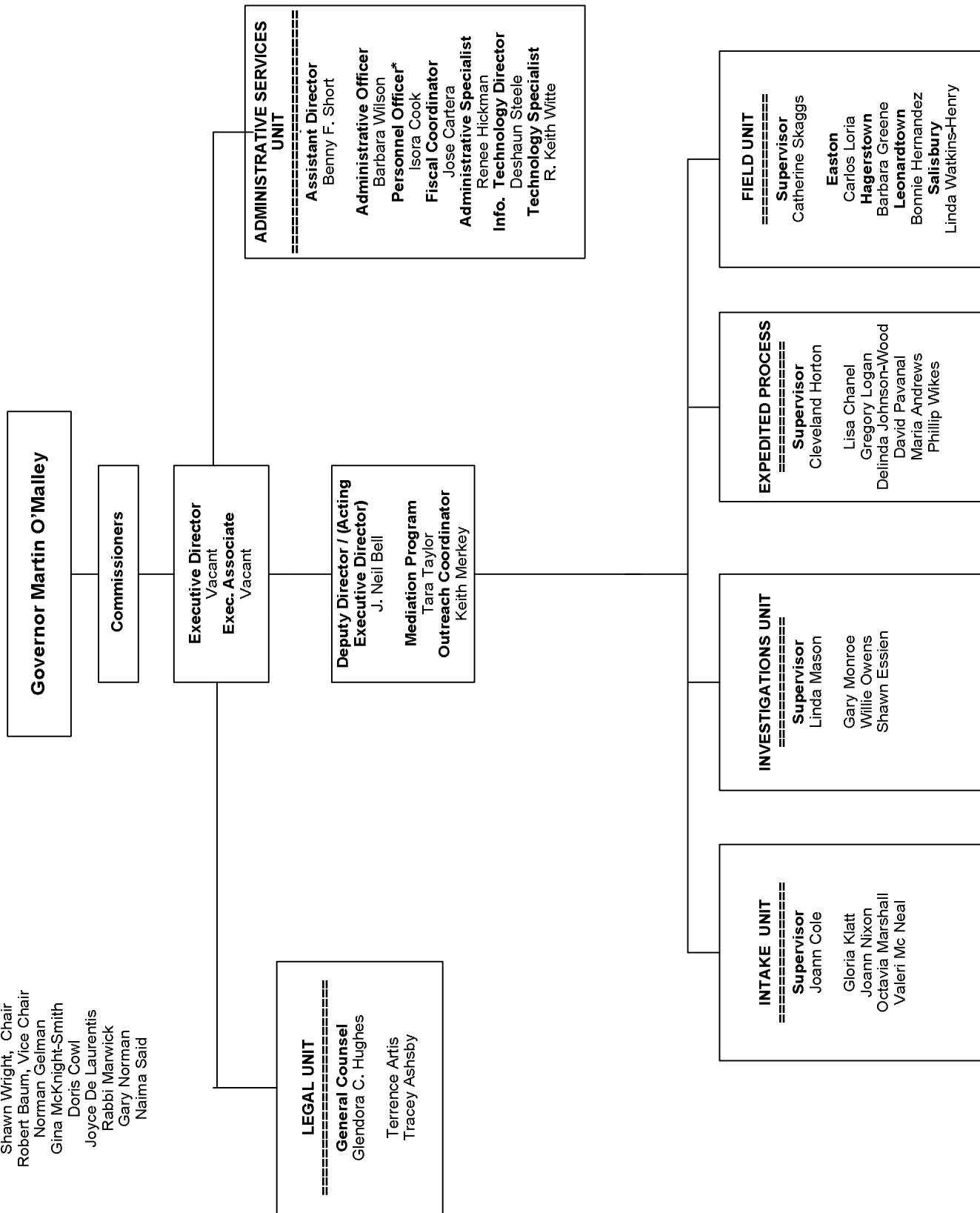
In 2009, the Information Technology Department launched a completely redesigned website. The redesigned website has a user-friendly layout, which helps visitors quickly browse information and submit complaints. During the Fiscal year 2012, the main website recorded 108,187 visitors and the new Spanish site, recorded 17,009 hits. A full revamp on both sites is planned for FY 2013.

It is our pleasure to serve the citizens of Maryland. Each year our goal is to meet and exceed the needs of all internal and external customers.

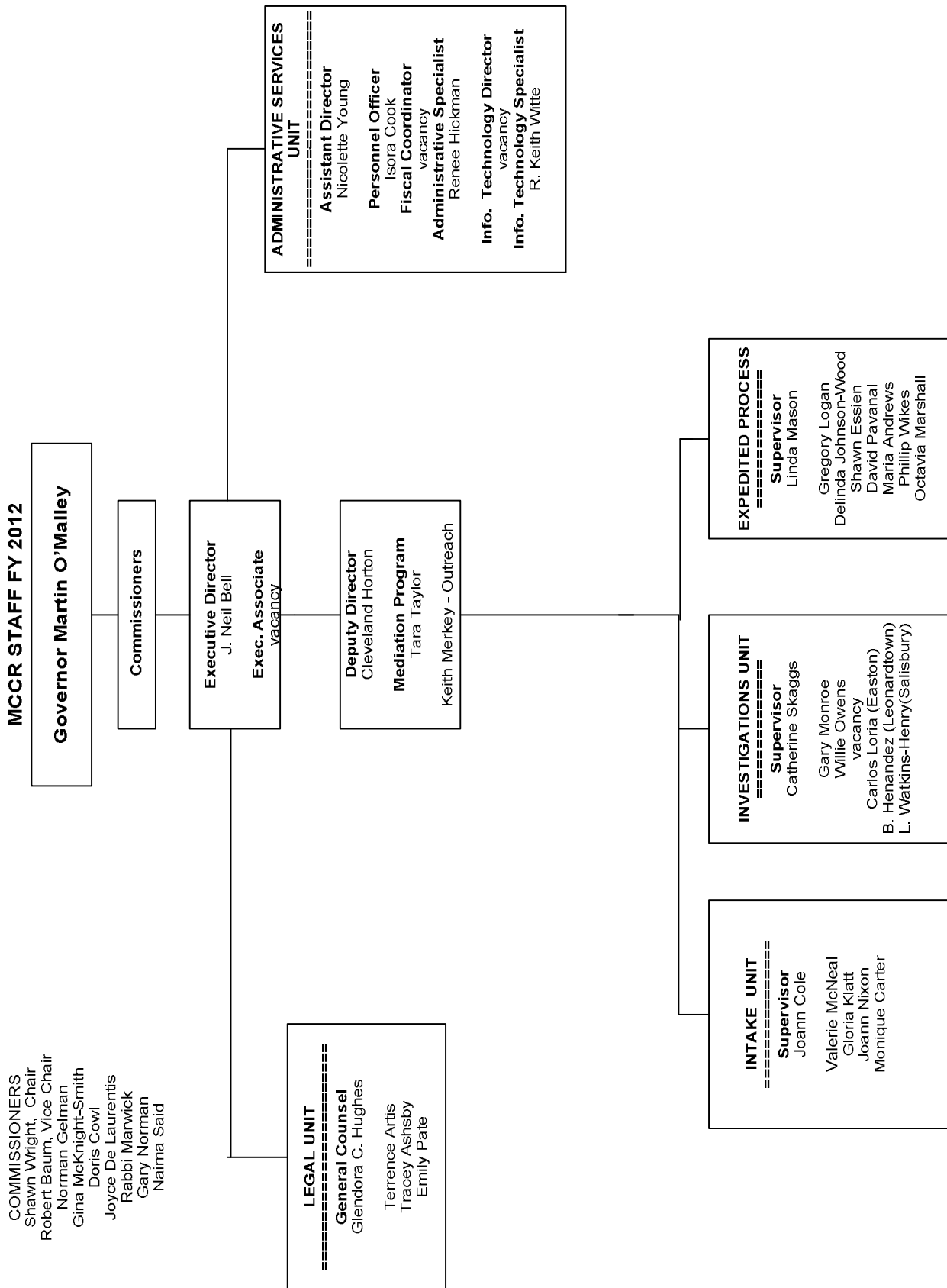
Annual Operating Budget

| MCCR Budget Report for the Last Three Fiscal Years | | | |
|---|-------------|-------------|-------------|
| Fiscal Years | 2010 | 2011 | 2012 |
| Federal Funds | | | |
| HUD | \$441,315 | \$324,251 | \$286,556 |
| EEOC | \$314,850 | \$352,305 | \$349,490 |
| Total Federal Funds | \$756,165 | \$676,556 | \$636,046 |
| General Funds | \$2,544,329 | \$2,509,219 | \$2,510,970 |
| Grand Total | \$3,300,494 | \$3,185,775 | \$3,147,016 |
| Staff Positions | | | |
| Authorized Permanent | 40.6 | 38.6 | 37.6 |
| Contractual | 1.0 | 1.0 | 1.0 |
| Total Positions | 41.6 | 39.6 | 38.6 |

COMMISSIONERS
 Shawn Wright, Chair
 Robert Baum, Vice Chair
 Norman Gelman
 Gina McKnight-Smith
 Doris Cowl
 Joyce De Laurentis
 Rabbi Marwick
 Gary Norman
 Naima Said



*Contractual



Current as of December 31, 2012—End of Calendar Year 2012



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